



STATE OF INDIANA

Request for Proposal 12-57

INDIANA DEPARTMENT OF ADMINISTRATION

**On Behalf Of
INDIANA STATE DEPARTMENT OF HEALTH**

Solicitation For:

Electronic Benefit Transfer Planning Services

Response Due Date: April 3, 2012

Kyle McClurg, Strategic Sourcing Analyst
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W478
Indianapolis, Indiana 46204

SECTION ONE

GENERAL INFORMATION AND REQUESTED PRODUCTS/SERVICES

1.1 INTRODUCTION

In accordance with Indiana statute, including IC 5-22-9, the Indiana Department of Administration (IDOA), acting on behalf of the Indiana State Department of Health (ISDH), requires electronic benefit transfer planning services for the Women, Infants and Children (WIC) Program. It is the intent of IDOA to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the IDOA website (<http://www.IN.gov/idoa/2354.htm>) for downloading. A nominal fee will be charged for providing hard copies. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

1.2 DEFINITIONS AND ABBREVIATIONS

Following are explanations of terms and abbreviations appearing throughout this RFP. Other special terms may be used in the RFP, but they are more localized and defined where they appear, rather than in the following list.

IAC	The Indiana Administrative Code.
IC	The Indiana Code.
Full Time Equivalent (FTE)	The State defines FTE as a measurement of an employee's productivity on a specific project or contract. An FTE of 1 would mean that there is one worker fully engaged on a project. If there are two employees each spending 1/2 of their working time on a project that would also equal 1 FTE.
Implementation	The successful implementation of electronic benefit transfer planning services at the Indiana Government Center as specified in the contract resulting from this RFP.
Installation	The delivery and physical setup of products or services requested in this RFP.
Other Governmental Body	An agency, a board, a branch, a bureau, a commission, a council, a department, an institution, an office, or another establishment of any of the following: (1) The judicial branch. (2) The legislative branch. (3) A political subdivision (includes towns, cities, local governments, etc.)

(4) A state educational institution

Products	Tangible goods or manufactured items as specified in this RFP.
Proposal	An offer as defined in IC 5-22-2-17.
Respondent	An offeror as defined in IC 5-22-2-18. The State will not consider a proposal responsive if two or more offerors submit a joint or combined proposal. One entity or individual must be clearly identified as the Respondent who will be ultimately responsible for performance of the contract.
Services	Work to be performed as specified in this RFP.
State	The State of Indiana
State Agency	As defined in IC 4-13-1, “state agency” means an authority, board, branch, commission, committee, department, division, or other instrumentality of the executive, including the administrative, department of state government.
Vendor	Any successful Respondent selected as a result of the procurement process to deliver the products or services requested by this RFP.

1.3 PURPOSE OF THE RFP

The purpose of this RFP is to select a vendor that can satisfy the State’s need for electronic benefit transfer (EBT) planning services. It is the intent of the Indiana State Department of Health (ISDH) to contract with a vendor that provides quality EBT planning services for Women, Infants and Children (WIC) Program.

1.4 SUMMARY SCOPE OF WORK

Background

The Special Supplemental Nutrition Program for WIC Program provides nutritious foods to eligible pregnant, postpartum, and breastfeeding mothers, infants, and children to five years of age at, or below, 185% of poverty who are at nutritional risk. The Food and Nutrition Service (FNS) of the United States Department of Agriculture (USDA) provides grants to the Indiana WIC Program which enters into agreements with local agencies to provide eligibility determination, nutrition counseling, a food delivery system utilizing negotiable checks redeemable at local grocers and pharmacies, and related administrative services to WIC participants.

The ISDH-WIC Program serves approximately 174,119 participants through contracts with 49 Sponsoring Agencies. WIC services are provided at 149 local agency WIC

clinics to certify participants, collect health data and generate food instruments. These food instruments are redeemed at 700 authorized vendors throughout the state. Approximately 420,000 WIC checks are redeemed each month.

Many of Indiana's WIC clinics distribute Farmers' Market Nutrition Program (FMNP) checks to WIC participants during the growing season which is typically during the months of May through October. The FMNP distributes approximately 100,000 checks per year to over 30,000 households. Certification and check distribution for FMNP is completed through the WIC information system as well.

In addition to the WIC and FMNP programs, the Indiana WIC information system connects electronically to a banking component which rejects or approves payment of checks distributed through the information system.

Purpose

The ISDH-WIC Program is requesting services from a third-party consultant to analyze the ISDH-WIC Program's ability to comply with provisions of the Healthy, Hunger Free Kids Act of 2010, which requires states to migrate from a paper-based food benefits delivery system to an EBT system by 2020. The purpose of the RFP is to complete a Cost Analysis (CA), Feasibility Study (FS), an analysis of which of the two EBT approaches (online/offline) is the best solution for Indiana, an analysis of the current or future ISDH-WIC Program's information system to determine if there are any compatibility issues, and an analysis of future continuing operations costs and the ability of the ISDH-WIC Program to support any additional costs. Additional information is included in the Technical Proposal Section (Section 2.4). This analysis includes, but is not limited to, development of the following deliverables:

- Cost Analysis (CA)
- Feasibility Study (FS)
- Project Management Plan
- Schedule of Development Activities, Milestones and Deliverables
- Proposed Budget
- Cost Allocation Plan
- Implementation Advance Planning Documents (IAPD)
- Request for Proposal Development

Objectives

- Evaluate WIC EBT capability for Indiana WIC's future web-based data system.
- Evaluate Indiana WIC retail vendor equipment and software alternatives.
- Assess WIC EBT impacts of financial transactions.
- Assess Indiana WIC's clinic infrastructure capability.
- Assess WIC EBT card technology alternatives.
- Recommend an WIC EBT technical solution based on whether WIC EBT can be cost-effective, affordable in the state of Indiana; and if a solution is feasible.

- Recommend a 2-5 year plan for the state of Indiana to pursue WIC EBT.

Possible Outcomes

- Maintain and operate current paper benefit delivery system.
- Transfer to an online WIC EBT system.
- Transfer to an offline WIC EBT system.

1.5 RFP OUTLINE

The outline of this RFP document is described below:

Section	Description
Section One – General Information and Requested Products or Services	This section provides an overview of the RFP, general timelines for the process, and a summary of the products/services being solicited by the State/Agency via this RFP
Section Two – Proposal Preparation Instruction	This section provides instructions on the format and content of the RFP including a Letter of Transmittal, Business Proposal, Technical Proposal, and a Cost Proposal
Section Three – Proposal Evaluation Criteria	This sections discusses the evaluation criteria to be used to evaluate Respondents' proposals
Attachment A	M/WBE Participation Plan Form
Attachment B	Sample Contract
Attachment C	Indiana Economic Impact Form
Attachment D	Cost Proposal Template
Attachment E	Business Proposal Template
Attachment F	Technical Proposal Template
Attachment G	Summary of Attachments

1.6 QUESTION/INQUIRY PROCESS

All questions/inquiries regarding this RFP must be submitted in writing by the deadline of **3:00 p.m. Eastern Time on February 29, 2012**. Questions/Inquiries may be submitted via fax (**317-232-7312**) or email rfp@idoa.IN.gov and must be received by Procurement Division by the time and date indicated above.

Following the question/inquiry due date, Procurement Division personnel will compile a list of the questions/inquiries submitted by all Respondents. The responses will be posted to the IDOA website according to the RFP timetable established in Section 1.23. The question/inquiry and answer link will become active after responses to all questions have been compiled. Only answers posted on the IDOA website will be considered official and valid by the State. No Respondent shall rely upon, take any action, or make any decision based upon any verbal communication with any State employee.

Inquiries are not to be directed to any staff member of Indiana WIC Program. Such action may disqualify Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the IDOA website. If such addenda issuance is necessary, the Procurement Division may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.7 DUE DATE FOR PROPOSALS

All proposals must be received at the address below by the Procurement Division no later than **3:00 p.m. Eastern Time on April 3, 2012**. Each Respondent must submit **one original hard-copy** (marked "Original") and **one original CD-ROM (marked "Original")** and one (1) complete copy **on CD-ROM** of the proposal, including the Transmittal Letter and other related documentation as required in this RFP. The **original CD-ROM** will be considered the official response in evaluating responses for scoring and protest resolution. **The respondent's proposal response on this CD may be posted on the IDOA website, (<http://www.in.gov/idoa/2462.htm>) if recommended for selection.** Each copy of the proposal must follow the format indicated in Section Two of this document. Unnecessarily elaborate brochures or other presentations, beyond those necessary to present a complete and effective proposal, are not desired. All proposals must be addressed to:

Indiana Department of Administration
Procurement Division
402 West Washington Street, Room W478
Indianapolis, IN 46204

If you hand-deliver solicitation responses:

To facilitate weapons restrictions at Indiana Government Center North and Indiana Government Center South, as of **July 21, 2008**, the public must enter IGC buildings through a designated public entrance. The public entrance to Indiana Government Center South is located at 302 W. Washington St. (the eastern-most Washington St. entrance). This entrance will be equipped with metal detectors and screening devices monitored by Indiana State Police Capitol Police.

Passing through the public entrance may take some time. Please be sure to take this information into consideration if your company plans to submit a solicitation response in person.

If you ship or mail solicitation responses: United States Postal Express and Certified Mail are both delivered to the Government Center Central Mailroom, and not directly to the Procurement Division. It is the responsibility of the Respondent to make sure that solicitation responses are received by the Procurement Division at the Department of Administration's reception desk on or before the designated time and date. Late submissions will not be accepted. The Department of Administration, Procurement Division clock is the official time for all solicitation submissions.

All proposal packages must be clearly marked with the RFP number, due date, and time due. Any proposal received by the Department of Administration, Procurement Division after the due date and time will not be considered. Any late proposals will be returned, unopened, to the Respondent upon request. All rejected proposals not claimed within 30 days of the proposal due date will be destroyed.

No more than one proposal per Respondent may be submitted.

The State accepts no obligations for costs incurred by Respondents in anticipation of being awarded a contract.

All proposals submitted to the State should be double-sided and printed on 30% post-consumer recycled content paper or tree-free paper. When possible, soy ink should be used.

1.8 PRE-PROPOSAL CONFERENCE

A pre-proposal conference will be held at **2:00 p.m. Eastern Time on February 15th, 2012**. The conference will be held at the Conference Center within Indiana Government Center South, at 302 W. Washington St., Indianapolis, IN. At this conference, potential respondents may ask questions about the RFP and the RFP process. Respondents are reminded that no answers issued verbally at the conference are binding on the State and any information provided at the conference, unless it is later issued in writing, also is not binding on the State.

1.9 MODIFICATION OR WITHDRAWAL OF OFFERS

Modifications to responses to this RFP may only be made in the manner and format described in Section 1.6 and clearly identified as a modification.

The Respondent's authorized representative may withdraw the proposal, in person, prior to the due date. Proper documentation and identification will be required before the Procurement Division will release the withdrawn proposal. The authorized representative will be required to sign a receipt for the withdrawn proposal.

Modification to, or withdrawal of, a proposal received by the Procurement Division after the exact hour and date specified for receipt of proposals will not be considered.

1.10 PRICING

Pricing on this RFP must be firm and remain open for a period of not less than 180 days from the proposal due date.

Please refer to the Cost Proposal sub-section under Section Two for a detailed discussion of the proposal pricing format and requirements.

1.11 PROPOSAL CLARIFICATIONS AND DISCUSSIONS, AND CONTRACT DISCUSSIONS

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include request for additional information, request for cost or technical proposal revision, etc. Additionally, in conducting discussions, the State may use information derived from proposals submitted by competing respondents only if the identity of the respondent providing the information is not disclosed to others. The State will provide equivalent information to all respondents which have been chosen for discussions. Discussions, along with negotiations with responsible respondents may be conducted for any appropriate purpose.

The Procurement Division will schedule all discussions. Any information gathered through oral discussions must be confirmed in writing.

A sample contract is provided in Attachment B. Any requested changes to the sample contract must be submitted with your response (See Section 2.3.5 for details). The State reserves the right to reject any of these requested changes. It is the State's expectation that any material elements of the contract will be substantially finalized prior to contract award.

1.12 BEST AND FINAL OFFER

The State may request best and final offers from those Respondents determined by the State to be reasonably viable for contract award. However, the State reserves the right to award a contract on the basis of initial proposals received. Therefore, each proposal should contain the Respondent's best terms from a price and technical standpoint.

Following evaluation of the best and final offers, the State may select for final contract negotiations/execution the offers that are most advantageous to the State, considering cost and the evaluation criteria in this RFP.

1.13 REFERENCE SITE VISITS

The State may request a site visit to a Respondent's working support center to aid in the evaluation of the Respondent's proposal. Site visits, if required will be discussed in the technical proposal.

1.14 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with one or more Respondent(s) to fulfill the requirements in this RFP.

The term of the contract shall be for a period of thirty-two (32) months from the date of contract execution.

1.15 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 *et seq.*, and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must place all confidential documents (including the requisite number of copies) in a sealed envelope clearly marked "Confidential" and must indicate in the Transmittal Letter and on the outside of that envelope that confidential materials are included. The Respondent must also specify which statutory exception of APRA that applies. The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, the Procurement Division will not consider the submission confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the Public Access Counselor. Prices are not confidential information.

1.16 TAXES

Proposals should not include any tax from which the State is exempt.

1.17 PROCUREMENT DIVISION REGISTRATION

In order to receive an award, you must be registered as a bidder with the Department of Administration, Procurement Division. Therefore, to ensure there is no delay in the award all Respondents are strongly encouraged to register prior to submission of their response. Respondents should go to www.in.gov/idoa/2464.htm.

1.18 SECRETARY OF STATE REGISTRATION

If awarded the contract, the Respondent will be required to register, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit

corporations and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana
Corporation Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576
www.in.gov/sos

1.19 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that it has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist, and, if such liabilities are discovered, that State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to setoff such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State.

1.20 EQUAL OPPORTUNITY COMMITMENT

Pursuant to IC 4-13-16.5 and in accordance with 25 IAC 5, it has been determined that there is a reasonable expectation of minority and woman business enterprises subcontracting opportunities on a contract awarded under this RFP. Therefore a contract goal of 8% for Minority Business Enterprises and 8% for Woman Business Enterprises have been established and all respondents will be expected to comply with the regulation set forth in 25 IAC 5.

Failure to meet these requirements will affect the evaluation of your proposal.

1.21 MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR COMMITMENT

In accordance with 25 IAC 5-5, the respondent is expected to submit with its proposal a MWBE Subcontractor Commitment Form. The Form must show that there are, participating in the proposed contract, Minority Business Enterprises (MBE) and Women Business Enterprises (WBE) listed in the Minority and Women's Business Enterprises Division (MWBED) directory of certified firms located at <http://www.in.gov/idoa/2352.htm>. If participation is met through use of vendors who supply products and/or services directly to the Respondent, the Respondent must provide a description of products and/or services provided that are directly related to this proposal and the cost of direct supplies for this proposal. Respondents must complete the Subcontractor Commitment Form in its entirety.

Failure to meet these goals will affect the evaluation of your Proposal. The Department reserves the right to verify all information included on the MWBE Subcontractor Commitment Form.

Respondents are encouraged to contact and work with MWBED at 317-232-3061 to design a subcontractor commitment to meet established goals as referenced in this solicitation.

Prime Contractors must ensure that the proposed subcontractors meet the following criteria:

- Must be listed on the IDOA Directory of Certified Firms
- Each firm may only serve as once classification – MBE or WBE
- A Prime Contractor who is an MBE or WBE must meet subcontractor goals by using other listed certified firms. Certified Prime Contractors cannot count their own workforce or companies to meet this requirement.
- Must serve a commercially useful function. The firm must serve a value-added purpose on the engagement.
- Must provide goods or service only in the industry area for which it is certified as listed in the directory at <http://www.in.gov/idoa/2352.htm>
- Must be used to provide the goods or services specific to the contract
- National Corporate Diversity Plans are generally not acceptable

MINORITY & WOMEN’S BUSINESS ENTERPRISES RFP SUBCONTRACTOR LETTER OF COMMITMENT

A signed letter(s), on company letterhead, from the MBE and/or WBE must accompany the MWBE Subcontractor Commitment Form. Each letter shall state and will serve as acknowledgement from the MBE and/or WBE of its subcontract amount, a description of products and/or services to be provided on this project and approximate date the subcontractor will perform work on this contract. The State will deny evaluation points if the letter(s) is not attached, not on company letterhead, not signed and/or does not reference and match the subcontract amount and the anticipated period that the Subcontractor will perform work for this solicitation.

By submission of the Proposal, the Respondent acknowledges and agrees to be bound by the regulatory processes involving the State’s M/WBE Program. Questions involving the regulations governing the MWBE Subcontractor Commitment Form should be directed to: Minority and Women’s Business Enterprises Division at (317) 232-3061 or mwbe@idoa.in.gov.

1.22 AMERICANS WITH DISABILITIES ACT

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 *et seq.* and 47 U.S.C. 225).

1.23 SUMMARY OF MILESTONES

The following timeline is only an illustration of the RFP process. The dates associated with each step are not to be considered binding. Due to the unpredictable nature of the evaluation period, these dates are commonly subject to change. At the conclusion of the evaluation process, all Respondents will be informed of the evaluation team's findings.

Key RFP Dates:

Activity	Date
Issue of RFP	February 1, 2012
Pre-Proposal Conference	February 15, 2012
Deadline to Submit Written Questions	February 29, 2012
Response to Written Questions/RFP Amendments	March 7, 2012
Submission of Proposals	April 3, 2012
<i>The dates for the following activities are target dates only. These activities may be completed earlier or later than the date shown.</i>	
Proposal Evaluation	April 23, 2012
Proposal Discussions/Clarifications (if necessary)	April 30, 2012
Oral Presentations (if necessary)	May 7, 2012
Best and Final Offers (if necessary)	May 21, 2012
Contract Award	August 20, 2012

SECTION TWO PROPOSAL PREPARATION INSTRUCTIONS

2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. All Respondents are required to format their proposals in a manner consistent with the guidelines described below:

- Each item must be addressed in the Respondent's proposal.
- The Transmittal Letter must be in the form of a letter. The business and technical proposals must be organized under the specific section titles as listed below.

2.2 TRANSMITTAL LETTER

The Transmittal Letter must address the following topics except those specifically identified as "optional."

2.2.1 Agreement with Requirement in listed in Section One

The Respondent must explicitly acknowledge understanding of the general information presented in Section One and agreement with any requirements/conditions listed in Section One.

2.2.2 Summary of Ability and Desire to Supply the Required Products or Services

The Transmittal Letter must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Sections 1.4 and 2.4 of this RFP. The letter must also contain a statement indicating the Respondent's willingness to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses.

2.2.3 Signature of Authorized Representative

A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested in Section 2.3.4, must sign the Transmittal Letter. **In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone and fax number as well as an e-mail address, if that contact is different than the individual authorized for signature.**

2.2.4 Respondent Notification

Unless otherwise indicated in the Transmittal Letter, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor addresses.

2.2.5 Other Information

This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.

2.3 BUSINESS PROPOSAL

The Business Proposal must address the following topics except those specifically identified as "optional." Respondents must use the Business Proposal Template, Attachment E, to complete the Business Proposal.

2.3.1 General (optional)

This section of the business proposal may be used to introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

2.3.2 Respondent's Company Structure

The legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization are to be included in this section. If the organization includes more than one product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization.

2.3.3 Company Financial Information

This section must include the Respondent's financial statement, including an income statement and balance sheet, for each of the two most recently completed fiscal years. The financial statements must demonstrate the Respondent's financial stability. If the financial statements being provided by the Respondent are those of a parent or holding company,

additional financial information should be provided for the entity/organization directly responding to this RFP.

2.3.4 Integrity of Company Structure and Financial Reporting

This section must include a statement indicating that the CEO and/or CFO has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

The Sarbanes Oxley Act of 2002, H.R. 3763, is NOT directly applicable to this procurement; however, its goals and objectives may be used as a guide in the determination of corporate responsibility for financial reports.

2.3.5 Contract Terms/Clauses

A sample contract that the state expects to execute with the successful Respondent(s) is provided in Attachment B. This contract contains both mandatory and non-mandatory clauses. Mandatory clauses are listed below and are non-negotiable. Other clauses are highly desirable. It is the State's expectation that the final contract will be substantially similar to the sample contract provided in Attachment B.

In your Transmittal Letter please indicate acceptance of these mandatory contract terms (see section 2.2.2). In this section please review the rest of the contract and indicate your acceptance of the non-mandatory contract clauses. If a non-mandatory clause is not acceptable as worded, suggest specific alternative wording to address issues raised by the specific clause. If you require additional contract terms please include them in this section. To reiterate it's the State's strong desire to not deviate from the contract provided in the attachment and as such the State reserves the right to reject any and all of these requested changes.

The mandatory contract terms are as follows:

- Authority to Bind Contractor
- Duties of Contractor, Rate of Pay, and Term of Contract
- Compliance with Laws
- Drug-free Workplace Provision and Certification
- Funding Cancellation
- Indemnification

- Governing Laws
- Non-discrimination clause
- Payments
- Penalties/Interest/Attorney's Fees
- Non-collusion and Acceptance
- Information Technology

Any or all portions of this RFP and any or all portions of the Respondents response may be incorporated as part of the final contract.

2.3.6 References and Assurances

The Respondent must include a list of at least three (3) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. Information provided should include the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information.

In addition, the Respondent must complete the Federal Mandatory Assurance Table, Appendix B, located on the last page of this document, and provide a reference that can confirm that the Respondent has at least five years performing project management and analysis. Failure to answer in the affirmative to all of the listed "assurances" and provide the needed reference will disqualify the Respondent.

2.3.7 Registration to do Business

Secretary of State

If awarded the contract, the Respondent will be required to be registered, and be in good standing, with the Secretary of State. The registration requirement is applicable to all limited liability partnerships, limited partnerships, corporations, S-corporations, nonprofit corporations and limited liability companies. The Respondent must indicate the status of registration, if applicable, in this section of the proposal.

Department of Administration, Procurement Division

Additionally, respondents must be registered with the IDOA. This can be accomplished on-line at <http://www.in.gov/idoa/2464.htm> .

The IDOA Procurement Division maintains two databases of vendor information. The Bidder registration database is set up for vendors to register if you are interested in selling a product or service to the State of

Indiana. Respondents may register on-line at no cost to become a Bidder with the State of Indiana. To complete the on-line Bidder registration, go to <http://www.in.gov/idoa/2464.htm>. The Bidder registration offers email notification of upcoming solicitation opportunities, corresponding to the Bidder's area(s) of interest, selected during the registration process. Respondents do need to be registered to bid on and receive email notifications. Completion of the Bidder registration will result in your name being added to the Bidder's Database, for email notification. The Bidder registration requires some general business information, an indication of the types of goods and services you can offer the State of Indiana, and locations(s) within the state that you can supply or service. There is no fee to be placed in Procurement Division's Bidder Database. To receive an award, you must be registered as a bidder.

Problems or questions concerning the registration process or the registration form can be e-mailed to Amey Redding, Vendor Registration Coordinator, aredding@idoa.in.gov, or you may reach her by phone at (317) 234-3542.

2.3.8 Authorizing Document

Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement.

2.3.9 Subcontractors

The Respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the

subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor's form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority or Women Owned Business under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women Business information.

2.3.10 General Information

Each Respondent must enter your company's general information including contact information.

2.3.11 Experience Serving State Governments

Each Respondent is asked to please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

2.3.12 Experience Serving Similar Clients

Each Respondent is asked to please describe your company's experience in serving clients of a similar size to the State that also had a similar scope. Please provide specific clients and detailed examples.

2.3.13 Indiana Preferences

Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Buy Indiana

Refer to Section 2.7 for additional information.

2.3.14 Payment

Respondent should be able to accept payment by credit card as an optional form of payment, but should be able to accept other forms of payment from the State as well. In the Respondent's proposal, the Respondent should agree to accept any credit card-user handling fees associated with acceptance of the State's Purchasing Card. Please demonstrate how your company will meet this requirement of accepting payment by credit card as the only form of payment if the State chooses to implement this policy.

2.4 TECHNICAL PROPOSAL

The Technical Proposal must be divided into the sections as described below. Every point made in each section must be addressed in the order given. The same outline numbers must be used in the response. Attachment F has been provided as a template for the Technical Proposal response. RFP language should not be repeated within the response. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the technical proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized within Attachment G, Summary of Attachments, for ease of use by the State.

General Deliverable Requirements

2.4.1 Management Plan

Include a narrative description of the proposed effort and a list of the items to be delivered or services to be provided. The Management Plan must describe your approach to addressing the work outlined in this RFP. This description must include who is involved and a Communication and Coordination Plan and a Work Plan.

The Management Plan will also briefly describe what unique capabilities and skills your team brings to this project. Detail how your staff meets a need for a reasonable balance between professional personnel and technicians. Detail how top-level management will continue a high level of interest in, and assume responsibility for, the success of the project.

The Management Plan must also cover how the Respondent plans to work with other vendors or contractors for additional work related to the process. The Respondent must agree that its personnel will fully cooperate with such other vendors or contractors. The Respondent's

personnel must not commit any act which will interfere with the performance of work by any other contractor or by the State.

2.4.2 Communication and Coordination Plan

The successful Respondent must adhere to the communication protocol determined by the State and as outlined in the Communication and Coordination Plan. The Communication and Coordination Plan must include the Respondent's communication approach, including events such as status reports and conference calls. The Communication and Coordination Plan must also include all applicable entities, including the State, the Respondent, and any subcontractors. This plan must describe the communication and coordination among the units of the Respondent's project team. The State contact will be the Director of the ISDH – WIC Program or their designee.

At a minimum, the Communication and Coordination Plan must include:

- Monthly electronic status reports.
- As needed telephone conference calls between the Project Manager/Liaison and State staff to discuss the status of the enhancements, operations updates, or any other issues.
- Regular telephone conference calls between the Respondent's technical lead and the State staff to ensure adequate communication in order to define scope, develop modifications, and implement solutions.
- Methodology for providing reports to the State.
- Strategy for maintaining an open line of communication among all entities associated with this project.

As part of the response, Respondent must provide a preliminary Communication and Coordination Plan, which will serve as the basis for the final Communication and Coordination Plan. Respondent will provide the final Communication and Coordination Plan to the State no later than two (2) weeks after contract execution. The State anticipates ongoing updates to be made to the final plan throughout the life of the contract.

2.4.3 Project Work Plan

A preliminary Project Work Plan must be submitted with the proposal. The Project Work Plan must include all deliverables and proposed completion dates. The preliminary Project Work Plan will be the basis of the final Project Work Plan. Changes to the final Project Work Plan require written agreement between ISDH – WIC Program and contractor.

The Project Work Plan must include the following:

- **Project Staffing:** Describe the overall staffing approach for the project, detailing the percentage of time key personnel shall dedicate to the management and operation of the project. The staffing approach shall include the Respondent's staff as well as any subcontractor staff and should cover all phases of the project.
- **Project Tasks, Deliverables, and Schedule:** Describe the tasks and deliverables required to accomplish the work detailed in the Respondent's response including a project schedule (not a reiteration of the schedule).

Respondents are strongly encouraged to focus on explaining exactly how they will perform the work requested, how they will assign staff, how they will manage the project, and what specific methods, tools and techniques they will utilize.

Respondents must understand that the IDOA wants to understand how the Respondent intends to approach the work requested in this RFP.

Respondents are cautioned that the IDOA does not want a regurgitation of the RFP; it wants a step by step reasoned explanation of the Respondent's strategy and tactics for meeting the needs outlined in this RFP.

Any changes to the project work plan must be approved by the State. The Project Work Plan should be updated with actual completion dates when final key deliverables (including documentation updates) are accepted by the State.

The successful Respondent will provide the final Project Work Plan to the State no later than three (3) weeks after contract execution. The State anticipates ongoing updates to be made to the final plan throughout the life of the contract.

2.4.4 Planning Service Deliverables

The successful Respondent is responsible for working with the State and other stakeholders to create the following deliverables according to the timeline. The successful Respondent is expected to deliver a final draft of each document for State review prior to creating the final document. Each deliverable should take into account the needs of both WIC and FMNP.

For the **Planning Services Deliverables** listed below, provide your experience in producing these deliverables, a description of the deliverable and the methodology to be used to produce the deliverable. Deliverables are detailed in Chapter 4 of the FNS Handbook 901 found at

http://www.fns.usda.gov/apd/Handbook_901/HB901_2007.htm. All Respondents must familiarize themselves with this Handbook.

Planning Services Deliverables for Scope of Work

Cost Analysis (CA) – The State expects the CA to include a comparative analysis of paper costs and WIC EBT operational costs using the EBT National Cost Evaluation Tool (or other FNS/USDA approved tool) as a guide, and describe how the comparative analysis will be accomplished. The WIC EBT cost analysis must demonstrate if WIC EBT is affordable under the State agency's NSA budget. Costs that are to be considered in the CA include, but are not limited to: banking cost, food instrument handling, storage and printing, food instrument reconciliation, accounting for the food instrument disposition, processing of rejected food instruments, review of rejected food instruments, duplicate food instrument billing, review of overcharges and other discrepancies not handled by bank, reductions in vendor training on allowable foods and staff time spent on vendor management. Start-up costs and on-going operational costs for WIC EBT need to be determined and factored into the CA. The CA must also provide a cost evaluation based on the different card technologies, i.e. smart card or magnetic strip card and the decision to process transactions in-house or hire a WIC EBT vendor for this function. The analysis must define the pros and cons of card processing online or using an offline processor.

- Acceptance Criteria:
 - CA approved by the State
 - CA submitted and accepted by the USDA/FNS

Feasibility Study (FS) - The State expects the FS to include all of the following components to determine if WIC EBT is feasible with the ISDH – WIC Program's operating environment:

- WIC Information System (IS) Capability – Assess the readiness and practicality of adapting the new WIC IS to electronically issue and track benefits.
- WIC Business Capacity – Assess the skills and abilities and organizational impact a WIC EBT system will have on WIC Program and IS staff and services.
- Retailer Technical Capabilities – Survey a sample of WIC-approved retailers for their readiness for WIC EBT. Assess their ability, readiness and desire to integrate EBT in their Electronic Cash Register (ECR) system.
- Retailer Equipage – Analyze and plan for retailer equipage strategies – integrated and stand-beside.
- Financial Considerations – Assess WIC EBT effects on financial payments to vendors – through the ISDH-WIC Program or a bank. Assess whether on-going WIC EBT

needs are best handled by ISDH-WIC Program staff or a WIC EBT processor.

- Infrastructure Considerations – Assess WIC Clinic telecommunications capabilities and any other operational issues.
 - Electronic Card Options – Examine the choices of cards for the development, testing, and evaluation of integrated WIC EBT solutions.
 - Recommend a Technical Solution – Analyze the state of the available WIC EBT technologies and vendors and assess whether WIC EBT can be a cost-effective solution. Both technologies – online and offline – must be considered in the assessment.
 - Recommend a Plan – Based on pertinent data, recommend a 2-5 year plan for the ISDH-WIC Program to pursue WIC EBT.
- Acceptance Criteria:
 - FS approved by the State
 - FS submitted and accepted by the USDA/FNS

Implementation Advance Planning Documents (IAPD) – Once the State has completed the CA and FS and if the results of those activities are favorable for WIC EBT implementation, the successful Respondent will prepare documents required by USDA/FNS for moving to pilot project implementation/statewide expansion. The documents include the following:

- Project Management Plan (PMP) – The State expects the PMP to describe the project oversight, reporting requirements for the State and contractor, and how the State will achieve professional project management. The plan should include all resources requirements (staff, money, equipment, etc) the State can expect to apply to pilot project implementation and statewide expansion. The PMP must also include what the State will require from FNS to support the project.
 - Acceptance Criteria:
 - Includes a description of the implementation and pilot activities to be undertaken by the State.
 - Includes the duration, scope and cost evaluation plans.
 - Includes a description of the general plans for statewide expansion.
 - Includes all resource requirements (in terms of staff, funding, facilities, etc) that the State can expect to apply to the implementation phase.
 - Includes what the State will request from FNS.

- Schedule of Development Activities, Milestones and Deliverables
 - The State expects a project timeline that outlines in detail the entities responsible for key tasks, events, dates and deliverables for pilot project implementation and statewide expansion. The schedule must include which tasks, events, and deliverables will require FNS review and/or approval.
 - Acceptance Criteria:
 - Schedule includes key tasks, events, dates and deliverables.
 - Schedule identifies milestones with major Go/No-go decisions.
- Proposed Budget – The State expects that the Proposed Budget identifies estimated ISDH-WIC Program and contractor costs associated with the pilot phase. A budget narrative must explain how the estimated costs were derived, including salary information for ISDH-WIC Program staff that will be utilized and information in support of state travel if applicable. **(Refer to Section 7.5 of the FNS Handbook 901 for details.)** A budget associated with the statewide expansion phase must also be included, with a narrative description of each cost area and the basis for the estimated costs.
 - Acceptance Criteria:
 - The budget will be broken out by Federal fiscal year and by quarter.
 - Source of funding must also be addressed.
 - Costs must be listed as line items that correspond to the budget format used in the funding request to assist the ISDH-WIC Program and FNS in understanding what the short term and long term needs will be.
- Contractor Assurances – In the IAPD, the Respondent must provide assurances that the proposed EBT system will be in compliance with all FNS standards.
 - Acceptance Criteria:
 - If the IAPD is for development of the capability to utilize Universal Product Code (UPC) data downloaded from the National UPC Database, the IAPD must include assurances that the information system will adopt the UPC Category/Subcategory coding scheme developed by FNS.
 - The proposed EBT system must use the ASC X9, Inc. standards for EBT, commonly known as ANSI X9.93 standard message and batch formats for electronic transaction processing. The proposed EBT system must also use the ANSI X9.108 retailer interface specifications for smartcards. Cards must be consistent with industry card standards for

magnetic stripe cards and smartcards used in financial payment systems.

- The proposed EBT system must conform to the standard business practices and/or technical specifications developed for WIC EBT. **(Refer to http://www.fns.usda.gov/apd/Library/WIC_EBt_docs.htm for more information.)**
- Cost Allocation Plan – If required, the State expects that the Cost Allocation Plan will include the methodology used to determine the breakdown for which each entity, including Farmers Market Nutrition Program (FMNP), will pay in a joint implementation effort. **(Refer to Section 7.3 of the FNS Handbook 901 for details.)**
 - Acceptance Criteria:
 - Must identify the formula used for allocation.
 - Must include a summary of the general concepts behind the entities involved in the plan.
- Pilot Project Retailer Management Plan (Pilot Plan) – If required, the State expects the Pilot Retailer Management Plan to elaborate on the pilot project scope and address each of the following:
 - Identification of clinics and retailers in the pilot area and reason for their selection.
 - Number of participants to be issued WIC EBT benefits in the pilot area.
 - Timeline for achieving retailer integration.
 - Number of lanes to be equipped in each pilot grocery store.
 - Prepare retailer integration requirements documentation and certification criteria.
 - Use of State and contractor resources for retailer management.
 - Retailer training for stand-beside and integrated systems.
 - Equipment deployment for non-integrated food vendors, including associated costs for this as either an up-front investment and/or as an ongoing expense under the ISDH-WIC Program's NSA grant.
 - Acceptance Criteria:
 - Pilot Plan approved by the State
 - Pilot Plan submitted and accepted by the USDA/FNS
- Request for Waiver of Depreciation – If required, the State expect the Request for Waiver of Depreciation to provide a means for expensing capital expenditures. **(Refer to Section 7.2.7 for the FNS Handbook 901 for details.)**

- Security Plan – The State expects the Security Plan to describe the approach for ensuring the physical, electronic, and operational security of the system, including hardware, software, data, communications, facilities, and so forth. This encompasses business continuity and disaster recovery planning. Security for selection and use of Personal Identification Numbers (PINs) by WIC participants must adhere to FNS guidelines and industry standards such as 3DES or higher encryption methods. **(Refer to Section 8.7 of the FNS Handbook 901 for details.)**
 - Acceptance Criteria:
 - An overview of the approach and requirements that must be reflected in a more detailed security plan, which would be delivered upon implementation of a new system and operations.
 - In line with current State IOT policies and procedures.
- Training Plan – The State expects a Training Plan to describe how all system users, including technical, ISDH-WIC Program, end users, and clients, as applicable, will be provided with training on the application. **(Refer to Section 2.3.2.1 of the FNS Handbook 901 for details.)**
 - Acceptance Criteria:
 - Includes a timeline for transition and training of all users including technical staff.
 - Includes a list of key issues and hurdles to implementing the plan successfully.
 - Includes a list of training options and identify which group(s) each training option is best suited.
 - Includes a plan on coordinating technical staff, development staff, program staff and training staff
 - Includes recommendations for continuation of training for both new and current staff.
- Statewide Expansion Retailer Management Plan – The State expects the plan for statewide expansion to include the following:
 - A timeline reflecting a phased approach to statewide implementation with identification of clinics and retailers to be covered in each phase
 - Timelines for achieving retailer integration in relation to conversion of the clinic locations to WIC EBT implementation
 - Number of lanes to be equipped in each grocery store
 - Prepare retailer integration requirements documentation and certification criteria
 - Use of State and contractor resources for retailer management

- Retailer training for stand-beside and integrated systems
 - Equipment deployment for non-integrate food vendors, including associated cost for this as either an up-front investment and/or as ongoing expense under the ISDH-WIC Program's NSA grant.
- Acceptance Criteria :
 - Statewide Expansion Retailer Management Plan approved by the State.
 - Statewide Expansion Retailer Management Plan submitted and accepted by the USDA/FNS.
- Statewide Expansion Clinic Management Plan (Clinic Management Plan) – The State expects the Clinic Management Plan to address:
 - Installation of equipment – card readers, PIN pads, printers
 - Training on cards
 - New or revised clinic procedures and policies, including participant transfers
 - Clinic workflow analysis, such as separation of duties – certification from card issuance
 - Assessment of clinic office set-up to determine if modifications are necessary
 - Clinic conversion schedule to coincide with client training and WIC EBT card issuance
- Acceptance Criteria:
 - Clinic Management Plan approved by the State.
 - Clinic Management Plan submitted and accepted by the USDA/FNS.

Request for Proposal development –Once the State has completed the CA and FS and if the results of those activities are favorable for WIC EBT implementation, the successful Respondent will prepare, in conjunction with the IAPD, documents required by the State, USDA, and FNS for the phase of solicitation of Request for Proposal for a pilot project implementation/statewide expansion contractor services.

- Acceptance Criteria:
 - Request for Proposal document for a WIC EBT system with pilot project implementation/statewide expansion contractor services is approved by the State
 - Request for Proposal document for a WIC EBT system with pilot project implementation/statewide expansion contractor services is approved by USDA/FNS.
 - Request for Proposal document is posted by the State.

Identify any additional deliverables you think may be required to meet the objectives listed above along with your experience, a description and the methodology.

All documents must be delivered to the State in a standard format method using the English language. All documents must be delivered in a standard format method using Microsoft Office 2007 products. Documents should be open for editing by the State.

For the Procurement Support Activities listed below, describe your experience in performing these activities, the methodology to be used to produce the deliverable and a description of the deliverable.

2.4.5 Procurement Support Activities

- Preparation of Implementation (Transfer or Development) RFPs.
- Technical and pricing evaluation methodologies.
- Evaluation support.

Identify any additional procurement activities you think may be required to meet the objectives listed above along with your experience, the methodology and a description.

Once the WIC EBT planning services are completed, the ISDH-WIC Program will work with the successful Respondent to complete an Implementation Advance Planning Document (IAPD) by using the information from the analysis. The IAPD will then be submitted to the USDA for approval so that the implementation tasks necessary to implement WIC EBT can begin.

2.4.6 Timeline and Milestones for Project

February 2013 – May 2015

A specific timeline of more detailed milestones will be created at the first meeting following the signed contract. This is a high-level timeline.

<u>Tentative Date</u>	<u>Deliverable</u>
PHASE: Analysis to Prepare for IAPD	
Feb – 13	Finalize CA
May – 13	Finalize FS
PHASE: Design IAPD	
Oct – 13	Finalize Transmittal Letter, Executive Summary and Project Description

<u>Tentative Date</u>	<u>Deliverable</u>
Feb – 14	Finalize Project Management Plan (Project Manager, and Staffing and Project Management)
Apr – 14	Finalize Schedule of Development Activities, Milestones and Deliverables; Proposed Budget; Cost Allocation Plan; Pilot Project Plan and Statewide Expansion Plan
Sep – 14	Finalize IAPD submitted to USDA for approval
PHASE: Development of RFP	
Mar – 15	Finalized Implementation RFP submitted to USDA for approval
May – 15	Implementation RFP is approved for posting by the State

2.4.7 Staffing Considerations

The ISDH-WIC Program has significant experience in statewide nutritional services program delivery; however, it does not have the staff needed to work on this contract without high-level, contractual support. The successful Respondent must provide the skilled and experienced staff to execute this contract successfully. The ISDH-WIC Program requires an exceptionally high level of expertise from the Respondent in the areas of WIC information systems, WIC EBT, Cost Analysis and Feasibility Study.

Respondent staff assigned must have proven oral and written communication skills, the ability to effectively communicate with individuals and small groups, the ability to coordinate task-oriented group efforts, as well as acceptable and proven preparation and presentation skills. The Respondent's response must include resumes of proposed staff indicating prior experience in these skills.

The successful Respondent shall supply experienced staff with a demonstrated ability to prepare clear, concise, accurate, and effective written documentation. Prior experience preparing project planning documents, communication materials, training materials and processes, and user documentation is required.

The Respondent must make every effort to retain quality staff. Due to the ever changing landscape of WIC and the complexity associated with the program, it is vital to have consistency when dealing with staff. It is expected that the Respondent who is awarded this contract shall make every effort to maintain a core team of qualified staff who are able to support all aspects detailed in this RFP. In the case that it is necessary to identify a resource that will not be 100% dedicated to this contract, the Respondent shall indicate the percent of time that the personnel will be assigned to this project as well as the percent of time the personnel will be assigned to concurrent projects.

Key Staff - Project Manager

The Project Manager is responsible for ensuring the Respondent's efforts meet the ISDH-WIC Program's requirements and by ensuring that required deliverables are completed as scheduled. The Project Manager manages, directs, and oversees the team to ensure work plans are followed and delivered on schedule.

The Project Manager must have a minimum of five (5) years experience in project management of Information Technology type projects. It is desired that the Program Manager be a Project Management Professional (PMP) certified by the Project Management Institute (PMI) and education supporting PM activities. The PM must have supervisory experience in order to coordinate other staff member details. Respondents must provide evidence that proposed Project Managers have the required project management skills, technical background, and experience in a project of the same scope as WIC to appropriately manage the project and must list all relevant professional certifications. Project Managers must have strong written and verbal communication skills. Project Managers are required, throughout the life of the project, to professionally represent the ISDH-WIC Program, to conduct demonstrations and presentations in a clear and easy to understand format and manner, provide written and verbal status reports to ISDH-WIC Program project management, and effectively communicate with ISDH-WIC Program area staff and management.

The State reserves the right to apply liquidated damages if key personnel remain with the Respondent, but are not assigned to this project after they are proposed. The State reserves the right to approve replacements of the Project Manager.

2.5 COST PROPOSAL

The baseline for this RFP is \$101,400 (for the 32 month life of the contract).

Respondents must complete the Cost Proposal Template (Attachment D) to submit their pricing to the State. All Respondents are asked to complete this template. Instructions are included for how to complete the Cost Proposal.

The Respondent must provide costs for each **Planning Services Deliverables for Scope of Work** and for each **Procurement Support Activities** identified in Section 2.4, Technical Proposal. Each cost must include a basis for the cost (e.g., an hourly rate and number of hours). The Respondent must provide a total cost for the **Planning Services Deliverables for Scope of Work** and **Procurement Support Activities**. If the Respondent identifies an optional deliverable or activity, it must provide costs for each additional deliverable or activity. Each cost must include a basis for the cost (e.g., an hourly rate and number of hours). The Cost Proposal Template will calculate a "Total Bid Amount" based on the non-optional costs provided by the Respondent. This amount

will be compared to the baseline amount of \$101,400.00 to determine the Respondent's Cost Proposal score (see Section Three for more Cost Proposal scoring methodology information).

Costs must include all costs associated with the performance of the WIC EBT planning services scope of work. Monthly invoices for accepted deliverables will be received from the vendor. The vendor may bill for 50% of the deliverable contract cost when the final draft is submitted to the State for review in a timely manner. The vendor may bill for the remaining 50% of the deliverable contract cost when the State accepts the finalized document. Invoices submitted for payment of services provided will require a line item description for each accepted deliverable and state if it is draft or final product. A sample Indiana Claim Voucher may be found in Attachment D.

The State may reject either the final draft or finalized document for a deliverable and return it back to the vendor with a detailed request for additional information or clarification. The vendor will then provide the requested changes or information and resubmit to the State for approval. The vendor may re-submit the deliverable up to three times without penalty. Beginning on the fourth submission and every subsequent submission, the final payment for the deliverable will be reduced by 10 percent of the total deliverable cost.

2.6 INDIANA ECONOMIC IMPACT

All companies desiring to do business with state agencies must complete an "Indiana Economic Impact" form (Attachment C). The collection and recognition of the information collected with the Indiana Economic Impact form places a strong emphasis on the economic impact a project will have on Indiana and its residents regardless of where a business is located. The collection of this information does not restrict any company or firm from doing business with the state.

2.7 BUY INDIANA INITIATIVE/INDIANA COMPANY

It is the Respondent's responsibility to confirm its Buy Indiana status for this portion of the process. If a Respondent has previously registered its business with IDOA, go to <http://www.in.gov/idoa/2464.htm> and click on the link to update this registration. Click the tab titled Buy Indiana. Select the appropriate category for your business. Respondents may only select one category. Certify this selection by clicking the check box next to the certification paragraph. Once this is complete, save your selection and exit your account.

Respondents that have not previously registered with IDOA must go to <http://www.in.gov/idoa/2464.htm> and click on the link to register. During the registration process, follow the steps outlined in the paragraph above to certify your business' status. The registration process should be complete at the time of proposal submission.

Defining an Indiana Business:

“Indiana business” refers to any of the following:

- (1) A business whose principal place of business is located in Indiana.
- (2) A business that pays a majority of its payroll (in dollar volume) to residents of Indiana.
- (3) A business that employs Indiana residents as a majority of its employees.

Respondents claiming this status must indicate which of the provisions above qualifies them as an Indiana business. They must also fully complete the Indiana Economic Impact Form (Attachment C) and include it with their response.

The following is the policy concerning items 4 & 5 described below. Appropriate documentation must be provided with your proposal response supporting either claim made below:

- (4) A business that makes significant capital investments in Indiana.
- (5) A business that has a substantial positive economic impact on Indiana.

Substantial Capital Investment:

Any company that can demonstrate a minimum capital investment of \$5 million or more in plant and/or equipment or annual lease payments of \$2.5 million or more shall qualify as an Indiana business under category #4. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

Substantial Indiana Economic Impact:

Any company that is in the top 500 companies (adjusted) for one of the following categories: number of employees (DWD), unemployment taxes (DWD), payroll withholding taxes (DOR), or Corporate Income Taxes (DOR); it shall qualify as an Indiana business under category #5. If a Respondent needs assistance in determining if its business qualifies under this criterion, please send an email inquiry to buyindianainvest@idoa.in.gov and you will receive a response within forty-eight (48) hours. If an out of state company does not meet one of these criteria, it can submit documentation/justification to the State for review for inclusion under this category.

SECTION THREE PROPOSAL EVALUATION

3.1 PROPOSAL EVALUATION PROCEDURE

The State has selected a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2. The Commissioner of IDOA or his designee will, in the exercise of his sole discretion, determine which proposals offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

- 3.1.1 Each proposal will be evaluated for adherence to requirements on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration.
- 3.1.2 Each proposal will be evaluated on the basis of the categories included in Section 3.2. A point score has been established for each category.
- 3.1.3 If technical proposals are close to equal, greater weight may be given to price.
- 3.1.4 Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, taking into account all of the evaluation factors, may be selected by IDOA and ISDH for further action, such as contract negotiations. If, however, IDOA and ISDH decide that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, IDOA may begin contract preparation with the next qualified Respondent or determine that no such alternate proposal exists.

3.2 EVALUATION CRITERIA

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category. The points associated with each category are indicated following the category name (total maximum points = 107). Negative points may be assigned in the cost score. Additionally, there is an opportunity for a bonus of five points if certain criteria are met.

For further information, please reference Section 3.2.3 below. If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded and the responses will be evaluated and scored without taking into account such criterion or criteria.

Summary of Evaluation Criteria:

Criteria	Points
1. Adherence to Mandatory Requirements	Pass/Fail
2. Management Assessment/Quality (Business and Technical Proposal)	35 points
3. Cost (Cost Proposal)	-20 to +20 available points (5 bonus points are available if certain criteria is met)
4. Indiana Economic Impact	15
5. Buy Indiana	10
6. Minority (10) and Women Business (10) Subcontractor Commitment	20 (2 bonus points are available if certain criteria is met)
Total	100 (107 if bonus awarded)

All proposals will be evaluated using the following approach.

Step 1

In this step proposals will be evaluated only against Criteria 1 to ensure that they adhere to Mandatory Requirements. Any proposals not meeting the Mandatory Requirements will be disqualified.

Step 2

The proposals that meet the Mandatory Requirements will then be scored based on Criteria 2 and 3 ONLY. This scoring will have a maximum possible score of 55 points with a potential of 5 bonus points if certain criteria are met. All proposals will be ranked on the basis of their combined scores for Criteria 2 and 3 ONLY. This ranking will be used to create a “short list”. Any proposal not making the “short list” will not be considered for any further evaluation.

Step 2 may include one or more rounds of proposal discussions focused on cost and other proposal elements.

Step 3

The short-listed proposals will then be evaluated based on all the entire evaluation criteria outlined in the table above.

If the State conducts additional rounds of discussions and a BAFO round which lead to changes in either the technical or cost proposal for the short listed Respondents, their scores will be recomputed.

The section below describes the different evaluation criteria.

3.2.1 Adherence to Requirements – Pass/Fail

Respondents passing this category move to Phase 2 and proposal is evaluated for Management Assessment/Quality and Price.

The following 2 categories cannot exceed 55 points plus an optional 5 bonus points.

3.2.2 Management Assessment/Quality - **35** points

3.2.3 Price –**20** points available

Price will be measured against the State’s baseline cost for this scope of work. The cost that the State is currently paying or its best estimate will constitute the baseline cost. Cost scoring points will be assigned as follows:

- Respondents who meet the State’s current baseline cost will receive zero (0) cost points.
- Respondents who propose a decrease to the State’s current costs will receive positive points at the same rate as bid increasing cost.
- Respondents who propose an increase to the State’s current cost will receive negative points at the same rate as bid lowering cost.
- Respondents who propose a 10% decrease to the State’s current baseline cost will receive all of the available cost points.
- If multiple Respondents decrease costs below 10% of the current baseline, an additional 5 points will be added to the Respondent proposing the lowest cost to the State.

3.2.4 Indiana Economic Impact (15 points)

See Section 2.6 for additional information.

The total number of full time equivalent (FTE – please see Section 1.2 for a definition of FTE’s) Indiana resident employees for the Respondent’s proposal (prime contractor and subcontractors) will be used to evaluate the Respondent’s Indiana Economic Impact. Points will be awarded based on a graduated scale. The Respondent with the most Indiana FTEs will be

awarded 15 points. Points will then be awarded to the remaining Respondents proportionately.

3.2.5 Buy Indiana Initiative – 10 points

Respondents qualifying as an Indiana Company as defined in Section 2.7 will receive 10 points in this category.

3.2.6 Minority (10 points) & Women's Business (10 points) Subcontractor Commitment - (20 points).

The following formula will be used to determine points to be awarded based on the MBE and WBE goals listed in Section 1.20 of this RFP. Scoring is conducted based on an assigned 20 point plus a possible 2 bonus points scale (MBE: Possible 10 points + 1 bonus point, WBE: Possible 10 points + 1 bonus Point). Points are assigned for respective MBE participation and WBE participation based upon the BAFO meeting or exceeding the established goals.

If the Respondent's commitment percentage is less than the established MBE or WBE goal, the maximum points achieved will be awarded according to the following schedule:

%	1%	2%	3%	4%	5%	6%	7%	8%
Pts.	1.25	2.50	3.75	5.00	6.25	7.50	8.75	10.00

NOTE: Fractional percentages will be rounded up or down to the nearest whole percentage. (e.g. 7.49% will be rounded down to 7% = 8.75 pts., 7.50% will be rounded up to 8% = 10.00 pts.)

If the Respondent's commitment percentage is 0% for MBE or WBE participation, a deduction of 1 point will be discounted on the respective MBE or WBE score.

The Respondent with the greatest applicable CUF participation which exceeds the stated goal for the respective MBE or WBE category will be awarded 11 points (10 points plus 1 bonus point). In cases where there is a tie for the greatest applicable CUF participation and both firms exceed the goal for the respective MBE/WBE category both firms will receive 11 points.

The Commissioner of IDOA or his designee will, in the exercise of his sole discretion, determine which proposal(s) offer the best means of servicing the interests of the State. The exercise of this discretion will be final.

APPENDIX A

ADDITIONAL DEFINITIONS AND ABBREVIATIONS

- **FMNP:** Farmers Market Nutrition Program. FMNP was established by Congress in July 1992, to provide fresh, nutritious, unprepared, locally grown fruits and vegetables through farmers' markets to WIC participants, and to expand awareness and use of, and sales at, farmers' markets.
- **FNS:** Food and Nutritional Services. FNS is a part of the United States Department of Agriculture. FNS provides children and low-income people access to food, a healthful diet, and nutrition education. We help nearly one in four people. Check out our programs to see if we can help you or your family.
- **IDOA:** Indiana Department of Administration. IDOA provides support services to other agencies. IDOA centrally manages activities relating to state purchasing, the vehicle and aviation fleet, state travel, real estate leases, property disposition, and the Government Center Campus, among others. In addition to agency support, the department provides assistance to Minority and Women's Business Enterprises interested in state contracting opportunities.
- **IOT:** Indiana Office of Technology. IOT's mission is to provide cost-effective, secure, consistent, reliable enterprise technology services to its partner agencies so they can better serve Hoosier taxpayers.
- **ISDH:** Indiana State Department of Health. ISDH supports Indiana's economic prosperity and quality of life by promoting, protecting and providing for the health of Hoosiers in their communities.
- **USDA:** United States Department of Agriculture.

APPENDIX B

FEDERAL MANDATORY ASSURANCE TABLE

Mandatory Assurance Table	
The following assurances are mandatory and the proposer must satisfy them by specifically agreeing to each assurance and signing this appendix (B) which must be included with the vendor's proposal.	Specify agreement (Yes) or indicate non-agreement (No) with each statement, below.
1) Proposer agrees that no data, information or distribution lists related to this contract will be sold or otherwise distributed by the proposer to a third party, including to any divisions owned by or affiliated with the proposer.	
2) The proposer assures that it is not simultaneously representing organizations or initiatives that would be in conflict with components of services contract.	
3) The proposer assures that they have provided products and/or services that are the same or similar to those products and/or services requested in this RFP.	
4) The proposer has at least five years performing project management and analysis.	

Reference for Mandatory Assurance #4

Company Name _____

Address (include Zip + 4) _____

Contact Person _____ Phone No _____

Product(s) and/or Service(s) Used _____

